

# Employees & family members



## Commonly asked questions about the Employee Assistance Program (EAP)

Maricopa County provides an Employee Assistance Program (EAP) to their employees who may be affected by personal problems. The EAP is a strictly confidential employee benefit which provides assessment and short-term counseling to employees, their spouses, and their dependents. An employee or an employee's family member can access the program by calling the ComPsych toll-free number: 1-888-355-5385. In order for everyone to better understand the EAP services, here are answers to some often-asked questions.

### What happens when I call the EAP?

An Intake Specialist (a masters-level minimum counselor) will collect some general information about you and will talk with you about your needs. This specialist will provide the name of a counselor who best fits your personal needs. You will then set up an appointment to speak with the counselor over the phone.

### How many free sessions will I get with a ComPsych counselor?

If the counselor determines that your issues can be resolved within 8 sessions, you will receive short-term counseling through the EAP. However, if it is determined that the problem cannot be resolved in short-term counseling through the EAP and you will need longer-term treatment, you will be referred to a specialist early on, and your insurance coverage will be activated.

### Can my children use the EAP?

Yes. Children experience many pressures today as well. The EAP is a confidential employee benefit for Maricopa County employees, their spouses, and their dependents.

### Is the EAP really confidential?

By law, ComPsych may not release any employee records to anyone without the written consent of the employee or client.

### Why do they pay for this benefit?

Because Maricopa County cares about their employees, and because they recognize that personal problems can affect job performance, causing stress, absenteeism, employee turnover, etc.